

PCJC SERVICE SCORING CHART

			SCALE				
Value			1	2	3	4	5
Probability			Very Unlikely	Unlikely	May Happen	Likely	Almost Certain
			Very Low	Low	Medium	High	Very High
			SCALE				
Value			1	2	3	4	5
Impact Measures	FINANCIAL EFFECTS		Less Than £1,000	Between £1000 and £5000	Between £5000 and £10000	Between £10000 and £50000	More Than £50,000
	NON-FINANCIAL EFFECTS	HEALTH AND SAFETY (PUBLIC AND CUSTOMERS)	No or minor injury	Lost time injury	Major injury	Single death	Multiple death
		SERVICE OBJECTIVES & PRIORITIES	No impact on objectives	Minimal impact on 1 or more service objectives	Some restriction on ability to achieve 1 or more service objectives	Severe restriction on ability to achieve 1 or more service objectives	Prevent the achievement of 1 or more service objectives
		SERVICE DELIVERY	No inconvenience to service	Minor inconvenience to service	Major inconvenience to customers	Cessation of part of Crem services	Cessation of all Crem services
		CUSTOMER SATISFACTION	Small increase customer complaints	Sig increase customer complaints	General loss of confidence in service	General loss of confidence in partnership	Removal of board members or govt intervention

Risk score is calculated by multiplying the sum of all impact scores (where Very Low = 1 & Very High = 5) by the score for the probability (where Very Low = 1 and Very High = 5). (e.g. 5*(2+3+4+3+2)).

The thresholds for the risk category have been set as:

- below 40 (Low)
- 40-59 (medium)
- more than 60 (high)

PORTCHESTER CREMATORIUM JOINT COMMITTEE

Strategic Risk Register

				Impact						
				1	2	3	4	5		
Risk No	Risk	Risk Manager	Probability	Financial	H&S	Objectives & Priorities	Service Delivery	Customer Satisfaction	Score	Category
1	Further reduction in customer numbers	Andy Wannell	4	4	1	3	1	1	40	MEDIUM
Control	Formal regular monitoring, continued good communication with each LA, implement initiatives approved by JC for developing and enhancing existing and new services									
2	Benefits, objectives and targets for Joint Committee are not clear nor monitored nor delivered (including surplus levels not achieved)	John Haskell	1	1	2	3	2	2	10	LOW
Control	Monitor regularly, Annual Report / Development Plan, Member representatives from each Local Authority									
3	Control assurance, financial management and governance framework not clear	Andy Wannell	2	1	2	1	1	1	12	LOW
Control	Members from each LA actively involved in managing PCJC, Ext and Int Audit review/advice feeds into work and Governance arrangement, Treasurer & Dep Treasurer with professional backgrounds advising PCJC are employees of FBC, Financial Regulations introduced									
4	Inappropriate or inadequate Memorandum of Agreement	John Haskell	2	1	1	3	2	2	18	LOW
Control	Monitor regularly									
5	Joint Committee member responsibilities not understood nor complied with	John Haskell	2	1	1	2	2	2	16	LOW
Control	Member induction following appointment									
6	Lack of agreed clear exit strategy (including handover of records to allow continued running)	John Haskell	2	1	1	3	2	2	18	LOW
Control	Monitor regularly									
7	National cultural changes significantly affect service required (e.g. religious, government)	James Clark	1	4	1	1	1	4	11	LOW
Control	Bi-annual review of Development Plan to incorporate a review of national cultural changes									
8	Objective assessments are not made or reported about the true effectiveness of service delivery and Joint Committee arrangements	John Haskell	1	1	1	3	2	2	9	LOW
Control	Monitor regularly, Annual Report, Review and updating of Crematorium Development									
9	Standard of service provision does not meet customer expectations	James Clark	3	2	1	2	2	4	33	LOW
Control	Formalisation of Funeral Directors feedback system, satisfaction questionnaire, complaints system involves Clerk									

